

# Inside & Out

DECEMBER 1987

COMPAQ® NEWS

VOLUME 5, ISSUE 10

DECEMBER  
1 9 8 7

'Twas the night  
before Christmas,  
and how things  
have changed!  
Santa's computer-  
ized! A Christmas  
fantasy, page 8



Compaq President Rod Canion  
with the 1,000,000th computer.  
Story, page 6



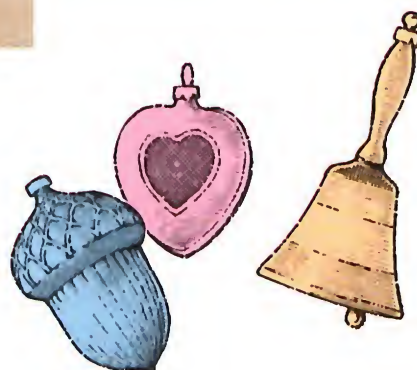
Compaq gift-giving extends  
to Crime Stoppers, which  
helps apprehend suspects  
and recover stolen  
property. Story, page 2



'An it's surprised ye be, hey? Bona fide  
Scottish bagpipers performed at an  
authentic Scottish celebration — in  
Houston. Story, page 4



Second phase of Scotland  
plant started. Story, page 4





## Products aid area efforts

The entire year is a gift-giving time for Compaq, which supports community efforts through donations of COMPAQ products.

The company's Corporate Contributions program has recently provided support for organizations involved in drug rehabilitation, law enforcement, food ministries and other health, human or public services. Previously, the company also aided music, theatre and other cultural arts.

Lou Ann Champ, who administers the program, said the company receives an average of 125 requests for donations per month.

Since only a small portion of those can receive computers, each request is carefully evaluated for its benefit to the community and, in some cases, to Compaq personnel.

Several organizations which received COMPAQ computers are featured here, along with their thanks to the people of Compaq.



*Demonstrating one of their new computers is Sgt. John Gilbert, Houston Police Department and Ned Van Maanen, Crime Stoppers Executive Director. Looking on is Jim D'Arezzo, Compaq Vice President of Corporate Marketing.*

## Crime Stoppers saved from 'drowning' in files

Anonymous tips to a citizens' group enabled law enforcement agencies to make arrests and charges on 1,455 felonies in Houston last year.

These tips came through Crime Stoppers, a citizens' organization that offers rewards to people who help solve crimes by providing anonymous information. The organization has been named the nation's top Crime Stoppers group five of the seven years since it began.

Helping to aid in the fight against crime are five COMPAQ Personal Computers, donated by Compaq for a variety

of tasks, from tracking cases to compiling reports and keeping budget information.

Crime Stoppers is made up of two groups. One is a non-profit organization that administers the program, raises funds, handles publicity and performs other administrative tasks.

The other is a special law enforcement detail with representatives from the Houston Police Department, Harris County Sheriff's Office and Pasadena Police Department. The 12-member detail handles an average of 175 phone calls a day.

"Some of these are neighbors parking in the driveway, which we don't do anything with, but if it's a call that begins to look like it might involve a felony, we start a file," explained Dr. Ned Van Maanen, Executive Director.

To ensure anonymity, the caller's name is never asked. Instead, a code number is assigned to the individual, and he or she is asked to check back in a month.

After researching the information through police computer files, Crime Stoppers passes it on to the appropriate law enforcement agency for follow-up. If an arrest and felony charge are made because of the information, the caller may receive \$100-\$1,000 in reward monies.

"We issue about 30-35 code numbers per day, and start a file on each. This file-keeping has been done by hand. A brown manila envelope is printed on the outside with a case number and code number, then we begin putting pieces of paper inside. That's what we want to computerize, because they're about to drown in paper," Van Maanen said.

Three COMPAQ DESKPRO 286 units are being set up and networked for that task, as well as for some administrative functions. A COMPAQ PLUS also will be used for incoming information, while another is used for general administration such as fund raising and memberships. Because Crime Stoppers is funded by donations and contributions, the task of administrative record-keeping gets so heavy that sometimes Van Maanen takes the portable computer home to work on it.

One day, his four-year-old son, Allen, was attracted to several floppy disks. Each disk cover showed a magnet with the symbol for "No" above it, warning users to keep the disks away from anything magnetized which would erase the data.

Before Van Maanen knew what was happening, young Allen had fished out his toy magnet and was holding it up to the picture on the disk.

"He was so proud he matched it up, I couldn't get mad," Van Maanen laughed. "How do you explain to a four-year-old that the circle and red line mean 'Don't'?"

### Successful crime fighting

Crime Stoppers of Houston Inc. has received extensive media coverage for its successful efforts. It was featured on ABC-TV's "20/20" documentary program as well as the "Good Morning, America" television show. *Reader's Digest* and *Time Magazine* also have documented the group's efforts.

Media in Houston donate time and space to encourage people to call with information on crimes. Each week a "Crime of the Week" is shown on KTRK-TV. This feature re-enacts a specific crime and asks people to call

with information. It has resulted in a large number of arrests.

The first Crime Stoppers program began in Albuquerque, N.M. in 1976. It has spread to more than 450 areas throughout the U.S. and Canada.

Since its inception in 1981, the Houston group has helped solve 7,664 felonies. It has recovered stolen property and narcotics worth more than \$135 million, and paid more than \$1,300,000 to citizens as rewards for information leading to arrests.


"Last year, for every dollar we paid in rewards, we got back \$12 worth of property, not counting narcotics. Another way of looking at it is that for every dollar we spent, we seized \$40 of narcotics. That's a pretty good return any way you cut it," Van Maanen said.

He said in a letter to Compaq that the company's contribution "comes at a time when we would not be able to afford these computers at all. The addition of this equipment will make our entire operation run much more smoothly and effectively. Organizations such as ours, which depend solely on the private and corporate sectors for financial support, always look to the leaders of the business community for that support.

"We are truly grateful for your timely and generous response. It is this type of support that enables us to remain the largest and most successful crime-fighting organization in the world today.

"On behalf of the Crime Stoppers Police Detail and the Board of Directors at Crime Stoppers, I say a big 'Thank You!' to you and to all involved at Compaq Computers. May you enjoy continued success in the years to come."

Individuals desiring more information on Crime Stoppers may contact the organization at 799-8699.



**PAYS UP TO  
\$1,000.00**

IF YOU HAVE INFORMATION WHICH LEADS TO THE ARREST AND INDICTMENT OF ANY PERSON WHO HAS COMMITTED SUCH OFFENSES AS MURDER, ROBBERY, RAPE, BURGLARY, AUTO THEFT, OR ANY OTHER FELONY CRIME.

**CALL 222-TIPS**

YOUR IDENTITY WILL REMAIN ANONYMOUS

**CRIME STOPPERS OF HOUSTON, INC.**  
P.O. BOX 55-TIPS  
HOUSTON, TEXAS 77255



## INTERFAITH finds problems, seeks solutions

In The Woodlands, north of Houston, INTERFAITH offers community-wide programs to help people in many ways.

The 13-year-old non-profit organization coordinates activities including a child care center, holiday meals and gifts, counseling, career resources, and referrals for services offered in Montgomery County. The organization also publishes a directory of area agencies and other resources.

The group's original efforts — to provide facilities for new churches until

they could build their own — have expanded to "recognizing what problems exist and trying to find a solution within our population," explained Shera Robertson, a staff member for INTERFAITH.

Two recently-donated COMPAQ DESKPRO 286® computers will be used to support the agency's services. Its functions will range from bookkeeping and word processing to desktop publishing.

"The computers have arrived and we are so excited," wrote W. D. Broad-

way, Executive Director. "Let me express to you personally...my own gratitude and the gratitude of our staff and our Board for this gracious and generous gift. I can assure you that we will put these computers to work and keep them working at a fast pace for the next several years...We will be able to expand services and provide many types of information that have not been available to us. Thank you again for your confidence in us."



### Holiday notice

You can still order tickets to the company's private holiday performances of "The Sound of Music" or "Traditional Christmas Pops." Your form (found in Nov. *Inside & Out*) If you have questions, contact Lou Ann Champ, 374-1470.



The Texas Medical Center Library serves the largest medical complex in the U.S.

## Library serves 17,000 clients in country's largest med center

If personal magazine subscriptions sometimes seem to be getting out of hand, try to imagine receiving 3,100 print journals each year, as does the Texas Medical Center Library.

Its enormous volume of resources includes 130,000 journal volumes, 85,000 books, 3,400 audio visual selections, and 1,800 monograph series.

The Houston Academy of Medicine-Texas Medical Center Library serves the doctors, faculty, staff, students and others — approximately 17,000 people — involved in education, patient care and research at the largest medical center in the country.

Compaq recently donated four COMPAQ DESKPRO® computers to the

library, which was established in 1949 and receives support through a cooperative arrangement among 18 organizations affiliated with the medical center.

Two of the computers are used as network servers, and two are used in the microcomputer skills lab and classroom area, where clients of the library can learn to use computers in their work.

"Your gift will enhance the leadership of one of the largest medical libraries in the United States. Thank you for your support," wrote Stephen C. Cook, president of Friends of the Medical Center Library, an organization that raises funds for the library.

## Police training quarterly uses desktop publishing

The Houston Police Department's field training publication is now produced with desktop publishing software on a COMPAQ DESKPRO 286, using Ventura software by Xerox.

The *Field Training Quarterly* is a free publication provided by the Houston Police Department to law enforcement agencies, educational institutions and libraries across the U.S.

It focuses on field training, the hands-on education recruits receive after completing their police academy work. Working with a trainer, they "work the streets" and are evaluated on their ability to do the job, according to Frank Webb, *Field Training Quarterly* Editor and Publisher.

When the publication began, very little information was available on field training. The quarterly provides a way for people involved in field training to share ideas, experience and research.

"To our knowledge, this is the only publication dealing with this subject," Webb said. "Field training is receiving increased attention now because in addition to providing better officers, it can help reduce a police department's liability." The publication is now in its second year.

"Please find attached a copy of our 4th quarter issue of the *Field Training Quarterly*," Webb wrote after using the COMPAQ computer to produce an issue. "We are really excited about it and how it looks now that we have the desktop publishing software. We can't tell you enough how much we appreciate Compaq's donation; it would not have been possible to do the things we're doing without it!"

### A note from Marilyn Robinson, United Way Campaign Coordinator:

THANKS AND CONGRATULATIONS TO COMPAQ EMPLOYEES!!!!  
LOOK WHAT YOU'VE CONTRIBUTED TO UNITED WAY!!!!!!

As of November 11, Compaq employees have contributed over \$65,000 in this year's campaign. Others who wish to make a contribution and push the employee contributions even higher can still do so.

TOGETHER WE CAN WORK  
WONDERS!!!!



## 'The Shoulder' offers rehabilitation

People with drug and alcohol dependencies can receive treatment and other support through The Shoulder, a non-profit organization in Houston.

Since its founding in the late 1970s, The Shoulder has helped approximately 15,000 people overcome their addiction to drugs and alcohol.

Compaq recently donated six COMPAQ DESKPRO 286 computers to the organization for tasks including accounting, word processing and other record-keeping and administrative work.

"I cannot believe it! It is like a dream come true! The delivery of the

COMPAQ Computers created a very festive Christmas-like atmosphere around here among the employees," wrote Christopher Daniel, Development Officer. "We are indeed so thankful. There are not adequate words to describe the gratitude we feel, nor can you possibly imagine how much this contribution will help our organization in its mission to help people overcome their chemical dependencies...God bless you and Compaq Computer Corporation!"



# Scots host celebration in Houston

**"T**he purpose of our gathering today is a handshake across the waters," said Tom Parsons, Manager, Scotland Service Support, as he addressed Service Operations personnel at Brookhollow, who had just helped themselves to packages of Scottish shortbread flown in from Scotland for the occasion.

"It is a 'Thank you' from the Scotland service organization to all the people who helped in the September start-up of their operation."

Parsons nodded toward a group of bagpipers and drummers who had made a surprise entry, playing as they strode from the back door to the people assembled in the center of the building.

"The music is being provided by the Houston Pipe and Drum Corps. The weather has cooperated today and given us a typical rainy Scottish day for the occasion. Otherwise, we would be outside. It's a little warmer (than Scotland) but certainly as wet."

Earlier this year, members of the Scottish service organization visited Houston for training, and some staffers from Houston went to Scotland to assist in start-up. Several have stayed on longer-term assignments.

To express their appreciation, the Scotland service personnel not only threw a Scottish celebration at Brookhollow, but also presented the staff with a traditional Scottish sword, known as a Claymore.

"In Scottish history, the presentation of a Claymore from one clan to another signifies a bond," wrote Doug Kelsay, Houston staffer on assignment



*The Scotland service group — which in this photo includes some Houston personnel who were assisting the staff — sent a Scottish celebration to Brookhollow personnel after a successful start-up in September*

to Scotland as Director of Service Operations.

"It was usually presented after one clan helped another in winning a decisive battle." The plaque is inscribed in Gaelic, "Ceud mile taing airson ar cuideachadh." This was laboriously pronounced by Gordon Munson, Vice President, Customer Service, and translated as "One hundred thanks for your help" as he presented it to Mike Nordmeyer, Director of Service Operations at Brookhollow.

The Gaelic "thanks" was also inscribed on a plaque which now is displayed at Brookhollow.

On behalf of the entire Scottish group, Kelsay expressed "to all, a big thank you!"

## After-hours work, pizza helps team

Just 11 months ago, the Scottish manufacturing operation was only a blueprint and 40 acres of ground with a small building on it.

"Service has started shipping and turning revenue, so it's a real, living, breathing manufacturing plant," reflected Bill Hamilton, Director of the Scotland start-up, as he sat in his Houston office in October.

This month, the plant begins manufacturing computers for shipment in January.

Hamilton noted the Scottish staff is "very multi-faceted — they have good depth and breadth of knowledge." He pointed out that many had experience with starting up other American-based electronics firms in the Erskine area, known commonly as "Silicon Glen."

Several people from Compaq in Houston have gone to Erskine on one- and two-year assignments.

Both in the U.K. and the U.S., teams of people from facilities, systems engineering, manufacturing, service, materials and many other areas have coordinated internal and vendor processes to get the Scotland operation running. The U.S. groups started out with two-hour meetings every Friday,

"then they all went off and did their thing, and had side meetings. Now we're scheduling one-hour meetings, as more responsibilities are being taken over in Scotland. Most issues have been resolved, and implementation has started," Hamilton said.

"In January, we targeted Oct. 5 for equipment to start moving in — and we hit it. Everybody in Houston that had anything to do with Scotland already had a full-time job and still did this, in the midst of a growth period here. It's meant a lot of after-hours work and pizza for them," he grinned.

Out of more than 80 people working in Scotland by the end of October, nearly 30 had come to Houston for training.

"I think we saw the benefit of doing that when we opened the Singapore operations," Hamilton said. "Everybody in Scotland knows who their counterpart here is. If they have a problem, they can call that person. They're not alone."

"It's more team building," he said. "We've just kind of spread our wings a bit," he added as he spread his arms wide.

Hamilton said plans are for the Erskine operation to be manufacturing all types of COMPAQ products sold internationally by the end of 1988.



*Looks like someone's choosing up sides here. Actually, Compaq President Rod Canon, fourth from left, took this opportunity to visit with Erskine staffers, right, during a recent tour of the Scotland facilities. Accompanying Canon were, from left, Eckhard Pfeiffer, Senior Vice President, International Operations; Evita Pfeiffer, his wife; Cam Canon, wife of the Compaq president; and on Canon's right, Murray Francois, General Manager of the Scotland operation*



*'Thank goodness for portabikins (portable office facilities),' note staffers in Scotland. 'Erskine now goes multi-story to accommodate the growing staff! The permanent facility will start occupancy in December with manufacturing and office fit ups well underway. In the meantime the temporary buildings are well utilized and much more comfortable than you'd think — honest!'*



*Bill Hamilton explains features of CCM to Ian Lange, Scottish Minister of Industry, as a delegation from Scotland visits Compaq headquarters*



# Art work features COMPAQ computers

Suppose a "cybernetic" work is understood to be, say, a piece of art controlled by electronics — one, in fact, that only exists electronically.

Suppose again that a "transcendental" field is one that changes.

These become clues as to what is happening in a piece of electronic sculpture which uses 16 COMPAQ DESKPRO 386® computers.

Called "Instantaneous," this work was recently unveiled in Rome during an international colloquium on science in the arts. It was developed by a team of European artists using the 80386-based products.

The "cybernetic sculpture" features a large image which also is shown as smaller images, changing and developing, on 16 networked computers operating in parallel mode.

The computers generate 50 changing images per second, creating a "transcendental" process. The work was designed to explore a math concept on transcendental fields developed by Frenchman Everiste Galois. In part, his theory suggests the process of forming one of the world's changing fields reveals its hidden structure.

"As a manufacturer of personal computers, it is a great pleasure for me

to see this unprecedented application made possible through our newly-developed technology," said Eckhard Pfeiffer, Senior Vice President, International Operations. He noted that prior to the introduction of the 80386-based machines, only the largest mainframes would have been able to simulate the process used to create the sculpture.

The sculpture was unveiled at a joint press conference held by Compaq; the European Academy of Arts, Sciences and Humanities, an organization which includes many Nobel prize-winners; and the United Nations Educational, Scientific and Cultural Organization (UNESCO). The event coincided with the European announcement of the new COMPAQ 386/20 DESKPRO and the COMPAQ PORTABLE 386 computers.

The participation of computers in the colloquium is unusual since such events usually dealt with general arts, science and humanities.

"It is a great pleasure for us to join the European Academy of Arts, Sciences and Humanities to support the work of these artists who take the COMPAQ DESKPRO 386 to its full limits, in exploring new applications never seen until today," Pfeiffer said.



*'Instantaneous' — a cybernetic sculpture featuring 16 COMPAQ DESKPRO 386 computers*

## Pen pals, anyone?

Margit Fink, the daughter of Walter Fink, a Compaq employee in Munich, recently wrote with an idea:

"Hi, Compaq employees and Compaq-employees-families!

"My name is Margit Fink and I'm a Compaq employee's daughter from Munich, 18 years old.

"I was wondering, as Compaq is such a big international firm, if there weren't people interested in exchange-partners in another country. Wouldn't it be possible to find pen-friends for children or exchange partners among Compaq employees? In Scotland, in the USA, in Austria, in Germany, in Switzerland and even in Israel?

"I would love such an organization and wonder if anybody is willing to get

engaged in such an operation. I am most willing to start such a thing! Please write!

**Margit Fink**  
Lecherwiese 4  
8152 Feldkirchen-Westerham  
West Germany"

**EDITOR'S NOTE:** *Inside & Out* will print names and addresses of people who would like to find pen-pals among employees and their families in other cities or countries.

Simply fill out the Reader Response card inserted in this issue, and return it to *Inside & Out*, Compaq Computer Corporation, 20555 FM 149-M010, Houston, Texas 77070.



*Holland staff, from left: Bart van der Knaap, Order Processor; Hans Mooren, Sales & Marketing Manager; Tom Pannekoek, General Manager; Martin Lentink, Product Manager; Hetty van Wijk, Office Manager; Willeke Anker, Secretary; and Rene van de Laar, Hardware & Software Engineer. Not pictured are Ben van Camerijk, Controller; and Remco Bakker, Dealer Manager. On the right are Kevin Bohren, Director of Product Management, and his wife, Carol, who visited the Holland operation*

## Holland group wages successful mail campaign

Compaq is broadening its world-wide presence by entering new markets throughout the world. The people employed by Compaq in those areas face major challenges in creating new markets, or in expanding existing ones.

As any Authorized Dealer in Holland can tell you, there are some very weighty arguments for using COMPAQ computers.

Compaq Computer B.V.-Holland recently initiated a direct-mail campaign to acquaint its dealers with "Weighty Arguments" in favor of the COMPAQ DESKPRO line of computers.

The Compaq subsidiary, introduced this year, is working to increase its market share and dealer loyalty. This aggressive mail campaign was supported by personal contact with Compaq sales personnel and achieved excellent results, according to Hans Mooren, Sales & Marketing Manager.

The four-stage program involved initially sending three boxes of "arguments" to dealers, one box at a time. Each box included a small weight. Translated into English, the boxes said, for instance:

### #1: FROM THE SERIES OF WEIGHTY ARGUMENTS:

#### *Argument 1 - Business now!*

"The Deskpros from Compaq can be delivered at once. And for speed and quality there are no equivalents to the Deskpros from Compaq."

These are appealing arguments to computer buyers...(To be continued)

#### **COMPAQ TIPS THE SCALES**

### #2 FROM THE SERIES OF WEIGHTY ARGUMENTS:

#### *Argument 2 - Increasing sales!*

"The Deskpros from Compaq will fit perfectly into existing automation structures. That's why Compaq is the fastest growing computer brand in Holland."

These are appealing arguments to computer buyers...(To be continued)

#### **COMPAQ TIPS THE SCALES**

### #3 FROM THE SERIES OF WEIGHTY ARGUMENTS:

#### *Argument 3 - Lasting demand!*

"The Deskpros from Compaq are at least a year ahead of their times. That's why they will fit into today's and tomorrow's automation programs."

These are appealing arguments to computer buyers...(To be continued)

#### **COMPAQ TIPS THE SCALES**

### #4 COMPAQ TIPS THE SCALES

(The campaign theme was emphasized as dealers received a box with a model of an antique balancing scale with a letter summarizing, "Compaq has got a series of strong arguments your clients will take to with enthusiasm. And they will give you excellent sales results.")

"This marked the start of a continuous direct mailing program to dealers and sales persons, to establish confidence in Compaq-Holland as the partner that supports them in attaining their commercial goals. We are also using other direct marketing tools to complete the information flow and to tighten the dealers' bond with and loyalty toward Compaq," Mooren explained.

Sales figures for all COMPAQ DESKPRO computers sold in The Netherlands showed a more than twofold increase in August over July, according to Mooren. Sales figures for the COMPAQ DESKPRO 286, the primary target of the firm's promotional activity, were 150% above average.



## Seen in the press . . .

**“T**he Flex architecture used in Compaq’s 386/20s appears to be the almost-perfect counter-punch to the PS/2s’. According to Gary Stimac, Compaq’s vice president of systems engineering, Compaq refuses to get drawn into ‘bus wars’ with IBM. He notes that the bus is a passive part of the overall architecture and that the Flex architecture optimizes the more active parts of the system, such as the CPU, memory, disk subsystems and various coprocessors. ‘Nobody should care what’s underneath an architecture, be it Micro Channel or industry-standard,’ Stimac says. ‘People instead should be looking to see if that architecture limits the performance of peripherals.’ ”

**Computerworld**  
Oct. 12, 1987

“The industry responded with optimism regarding Compaq’s recently announced high performance (COMPAQ DESKPRO) 386/20™ with its new Flexible Advanced Systems Architecture, known as Flex Architecture.

“ ‘Compaq has dramatically improved the design of their new systems and tweaked every part of the system for performance. It’s the first serious

challenge to IBM’s Micro Channel,’ said Alan P. Hald, chairman of Microage Inc. . .

“ ‘The price is high, but the cost/performance is even higher — it outperforms the PS/2 with a lower price,’ said Seymour Merrin, principal of Merrin Resources Inc., a Southport, Connecticut, consulting firm.”

**Infoworld**  
Oct. 12, 1987

“What do daughters of rock stars get as birthday presents? According to Lisa Sitron of PacTel InfoSystems in West Los Angeles, musician Frank Zappa recently bought a COMPAQ portable computer for daughter Moon’s 20th birthday. ‘He bought it for her to put her song lyrics on hard disk,’ says the sales representative, who tells Listen that the senior Zappa invested in a second computer that day — for son Dweezil.”

**“Listen” column**  
**Los Angeles Times**  
Oct. 16, 1987

“There is no doubt that Compaq Computer Corp. has a lot to do with the success and acceptance of Intel Corp.’s 80386 chip architecture.

“The Houston Company was, after all, the first to use the, then innovative, microprocessor in its (COMPAQ DESKPRO) 386, introduced last year. Consequently, it was also the first personal computer maker to use a built-in tape backup system, acknowledging both the coming wave of high-capacity rigid disk drives and the processing power of the 80386 chip. Microsoft Corp. chairman Williams Gates also admits that much of the development work for the OS/2 operating system was done on the (COMPAQ DESKPRO) 386 — making it, if not the father, then at least the first cousin of this new-generation operating environment.”

**Mini-Micro Systems**  
October 1987

“Compaq Computer Corp., a leading maker of business computers, yesterday said demand for its high-performance personal computers helped propel third-quarter earnings 236% to a record 94 cents a share from 28 cents a year earlier — its fifth straight quarter of acceleration...

“ ‘Everyone expected a superlative quarter, and we got one,’ said Michael Geran, an analyst with E.F. Hutton &

Co. ‘In essence, this is because Compaq is selling a richer product mix than before; they are selling more Cadillacs than Chevrolets...’

“Compaq is unique because ‘it is one of the few PC companies in the business whose average selling price is rising. The rest are dropping, to the detriment of their margins,’ Geran noted.”

**Investor’s Daily**  
Oct. 29, 1987

### Our compliments . . .

“Our neighbors in the new plant are to be complimented on the pleasant entrance-way and approaches. They **do** move fast. Now in the count-down to starting production - we wish them well.”

**Erskine Parish Church**  
**Bischopton Newsletter**  
October, 1987

(Erskine, Scotland - adjoining Compaq manufacturing site)

## TCIC honors Compaq president

The Texas Computer Industry Council recently honored Compaq President Rod Canion as its Executive of the Year.

Canion told the group “it makes sense” for Texas to pursue high technology industry, and offered insights on why Compaq has been successful in that arena: through developing the right products at the right time, creating a good distribution strategy through its Authorized Dealers, developing a strong reputation for quality products, and having the financial resources to launch its products and grow to meet market demand.

Canion also credited the company’s success to its employees, noting that there is no substitute for the kind of experience, loyalty, consensus management and dedication found at Compaq.



### ‘Something to tell my grandchildren’

Compaq President Rod Canion, center, presents the company’s 1,000,000th computer to James Nelson, Assembly Specialist. Because the milestone computer was a portable, the drawing was held at Sommermeyer, which manufactures portable units. Ironically, that’s where Nelson works, so he was on hand for the drawing. Nelson, who says he’s never won anything before, said several people have offered to buy the COMPAQ PORTABLE II, Model 4, but “I’ll have it with me when I die. It will be something to tell my grandchildren: ‘Fifty years ago, I won this . . .’ ”



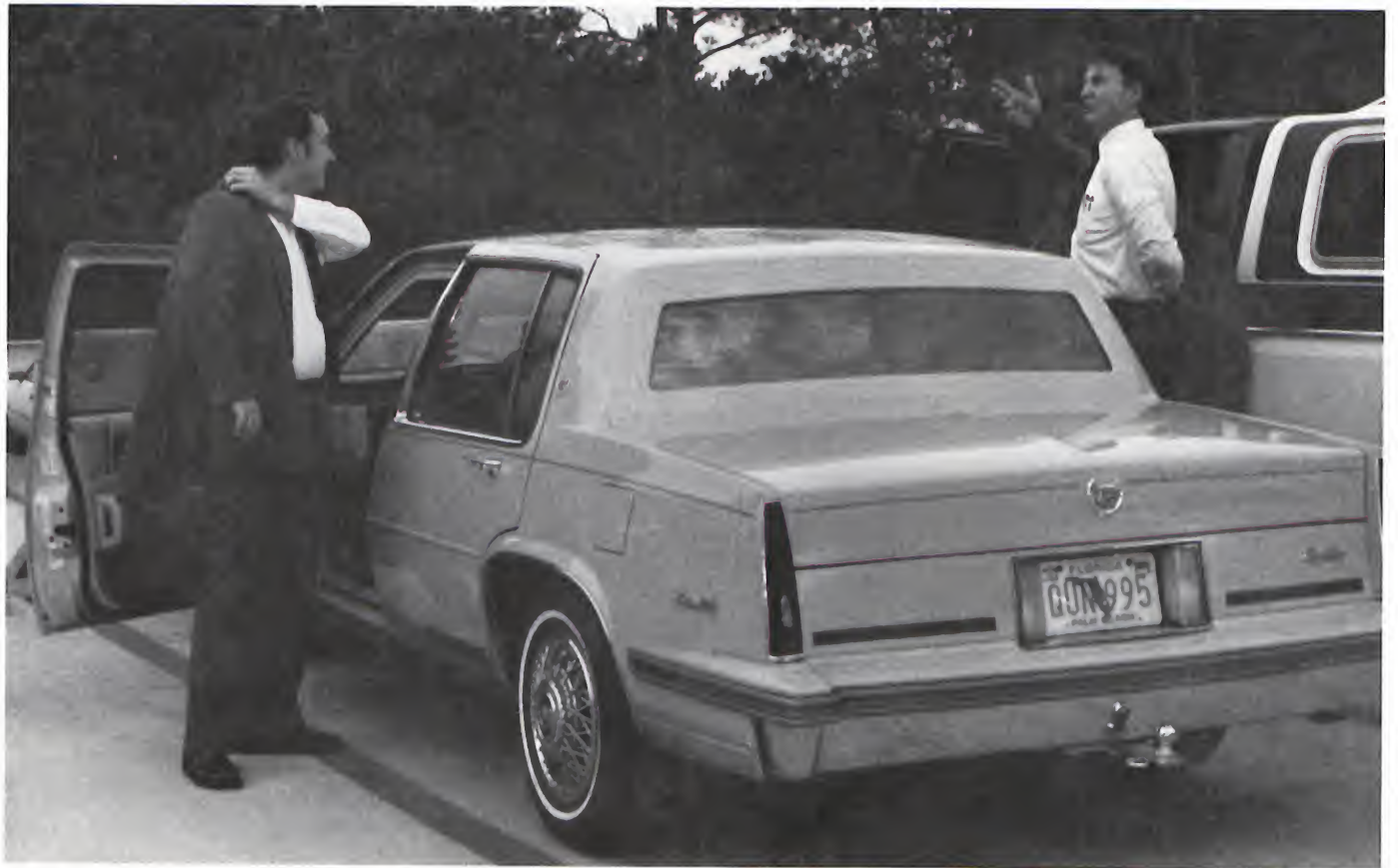
## New! Improved! Parking lots need more cars

Karen Walker, Director of Facilities, asserts Compaq Center has enough parking lot spaces for everyone, in spite of ongoing construction.

Construction personnel are asked to leave their cars on Park River Drive, but Walker urges Compaq employees to use parking garages or surface parking lots — not driveways and grass areas which have become popular spots to leave cars.

"It will help us avoid congestion, but more important, it will enable emergency vehicles to get through if needed. When cars are parked along the driveway areas, there simply isn't enough space for a vehicle such as a fire truck or ambulance," she explained.

"There's enough garage and surface parking for everyone at Compaq Center, and we really need to keep the other areas clear. We'd also like to ask people to be patient with the congestion in the early morning, late afternoon and during shift changes. The construction at the CCA I parking garage will be completed Dec. 16 and construction at CCM also will soon be finished. That will help smooth out the traffic flow," she said.



*Bob Dale, Program Manager of Dealer Development, left, and Harry Byrd, Manager of Field Sales Planning, right, found parking spaces easily once they got through the congestion in the driveway. Then they faced a different challenge: finding the armbones in their jackets*

## Computer reminder

The Headquarters Support Group, which provides internal support for computer users, offers the following reminder:

Users of TELECOMPAQ® units should be cautious during stormy weather. Phone line surges can potentially cause failures which typically require repair.

Remember to use the side switch when your unit is not in use. The side switch is a "soft switch" which provides wake-up communications capability.

Surge protectors are available through the Headquarters Support Group.

For this or other computer assistance call 83-HELP if you are at Compaq Center. If you are at another Houston location, call 374-1840. The group provides help by phone or, if necessary, by dispatching someone to the site.

On-site technicians can provide assistance at regional and international locations, although the Headquarters Support Group has received calls from as far away as the company's Australian office, said Dick Kleven, Manager, Field Support Operations.

"Everyone wanted to go check out that problem," he laughed.

## No salespersons here

If a prize were given for non-sexist terms of the year, one contender undoubtedly would have to be that expressed by Linda Rector of Compaq Canada, Inc. She recently explained by phone that a request for information "comes from one of our salesbodies..."



## Use P.O. box address for faster mail service

Mail will get to Houston Compaq offices much faster if it is sent to the company's post office box, rather than to its street address.

The post office box number requires fewer processes at the main post office before it comes to Compaq, according to Rich Niermeyer, Manager, Office Services.

When giving your return address, he suggests asking all correspondents to

use the post office box mailing address:

Compaq Computer Corporation  
P.O. Box 692000  
Houston, Texas 77269-2000

The envelope also should include your name and mail code.

All courier mail — such as Airborne, Federal Express, Purolator and U.P.S. — should be addressed with the street address and appropriate mail code.

## Leaping to aid

"At Compaq in Erskine, we pride ourselves on hiring 'High Flyers' — but we got more than we bargained for when Iain Watt joined our service team after four years at IBM," recently wrote Eddie McGowan, Communications & Development Manager.

In mid-September, Watt decided to undertake a sponsored parachute jump from 2,500 feet in aid of MENCAP, the Royal Society for mentally handicapped children and adults. This was Watt's first parachute jump, which helped raise over 300 pounds for this charity, and for himself fulfilled a lifetime ambition, according to McGowan.

"Iain hopes to repeat the adventure and also persuade his colleagues that the thrill is worth experiencing while at the same time helping a very worthy cause," McGowan said.

"If any of our Houston colleagues want to take up the challenge when visiting Scotland, talk to Iain at Erskine on ext. 225. He would be delighted to hear from you."

## Users rate Compaq highly

Compaq and Apple customers exhibit more loyalty and satisfaction than IBM users, according to a recently-completed Customer Satisfaction Survey conducted by Compaq.

Compaq was rated higher than both in product quality, company policy and sales support. Apple and Compaq were rated almost equally for technical literature and service support.

The survey was conducted by the company's Market Research group.

## Scouting around

Signs seen in Customer Service, which recently won ComputerLand's "Vendor of the Year" award for service support:

From a report on assistance provided to a ComputerLand store by the dealer support group —

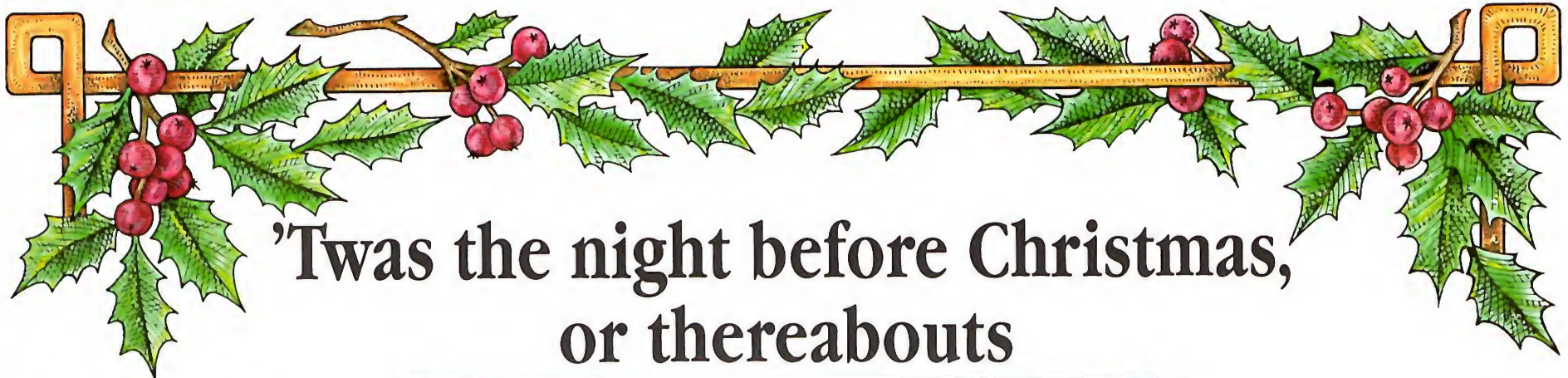
"...reviewed switch settings and worked fine. He said there should be an

award for the best support group and we would get it. I told him there was and he had given it to us."

A little counsel offered via bulletin board —

"MEETINGS - Where minutes are taken and hours are spent. Make sure they are productive!"





# 'Twas the night before Christmas, or thereabouts

Current date is Tue 12-22-87  
Enter new date (mm-dd-yy)

“Santa!” the Order Entry Elf yelled as he ran into Santa’s office.

“Santa! Someone’s tapped into the network and erased the list of who’s naughty and nice!”

Santa’s brow furrowed.

“Wonder if they figured it out while placing their computer orders. Did you have it on tape back-up?”

The Order Entry Elf looked chagrined.

“Well, part of it was backed up, but it looks as though there was a data intrusion on the tape, too.”

“Okay, take it to the Advanced Technology Elf and see if we can recover any of the data,” Santa instructed. The Order Entry Elf quickly exited to do Santa’s bidding.

Santa shook his head. If no Naughty and Nice List (NNL) were available, the quantity of toys would have to be greatly increased. Materials and Purchasing elves would have something to say about these last-minute orders for components, to say nothing of the elves responsible for packaging and distribution.

Guess I’ll go check out the shop and see how we’re fixed for assembling, he thought.

As Santa strode past the manufacturing offices, he saw many elfin heads bent over their advanced 80386-based computers, where they were making last minute changes in their computer-aided engineering, drafting and manufacturing specifications.

“Lighten up!” Santa called out as he strode toward the shop. “Make merry!”

“Hey, Santa!” the Facilities Elf ran after him. Panting, he explained,



*A Christmas Eve tradition*

“Okay, we’ve got the — puff! — reindeer bedded down for a long rest before the trip, but — puff! — the Manufacturing Engineering elves are still waiting for your okay on changing out Rudolph’s nose so that it flashes either green or red, depending on his speed.”

“Oh, that’s right. Sure, go ahead,” Santa answered, patting him on the shoulder as he continued toward the assembly area, where automatic riveters could be heard working on remote-controlled toy trucks. A Quality Control Elf proudly pointed to rows of toys awaiting packaging, with not a single reject found in the bunch.

Things had definitely changed, Santa mused — in many ways, for the better. Now that youngsters could place their orders directly, without going through middlemen — their parents — he no longer had to deal with sad after-Christmas queries about why they got pajamas and shirts instead of ponies and twirlers’ batons. A definite improvement, he nodded decisively, and strode purposefully toward the shop.

Current date is Thur 12-24-87  
Enter new date (mm-dd-yy)

As Santa winged his way through the night — no longer in a sleigh, but in a 32-reindeer bus with retractable harnesses — his reindeer slowed as they flew over city subdivisions. Something was different.

“We’ll get a better look when we drop off this next load,” Santa told them as they headed downward.

The reindeer drew to a halt on a rooftop. They were silent as Santa stood at the edge of the roof and gazed about the neighborhood.

“Isn’t that strange?” he said. “No one’s put Christmas lights on their houses. But then — where’s all the bright color coming from?”

He clambered down the chimney, walked outside and took a look. All the lights were off inside the houses, but...

“It’s okay!” he called up to the reindeer. “They’ve put computers with high-resolution color monitors by the mailboxes! I think the displays are showing all the ways they **could** have decorated their houses!”

Santa went back in the house, walked into the kitchen and nibbled thoughtfully on the cookies left by a couple of thoughtful youngsters, stuffing 32 in his pocket for his faithful reindeer who would soon fly across the ocean for his international stops.

Yes, Christmas has changed, he thought. Of course, it’s been changing every year. For instance, when the telephone was invented. Everyone who lost their instructions began calling the North Pole to find out how to assemble bikes and telescopes.

He chuckled to himself. The years right after television was invented were exciting. Kids wanted to stay up late and watch the Christmas specials, and he almost got caught one year when he sat down in front of the tube and a youngster, hearing the TV, came running down the stairs to watch it with him.

Now the computer had come of age. What next? he asked himself as he climbed back up the chimney, climbed into his vehicle and headed into the dark night.

Suddenly, he saw ahead several buildings with their lights ablaze, and people scurrying through the halls.

“Now what?” he wondered, wrinkling his forehead. The reindeer hovered outside an office window for a closer look.

Santa’s brow cleared.

“Well, I wanted to know ‘What next?’, and I guess I’ll know pretty soon,” he told his reindeer. “Those are Compaq offices, and I’d say they’re working on new technology. It’s sort of a Christmas Eve tradition with them, I think. Maybe they’ll come up with a way to make these deliveries via modem...” he was heard to say, as they flew out of sight.

*‘Merry Christmas to all...’*

## 1988 U.S. holidays

New Year’s Day  
President’s Day (floating holiday)  
Good Friday  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving  
  
Christmas Eve (floating holiday)  
Christmas

Friday, Jan. 1  
Monday, Feb. 15  
Friday, Apr. 1  
Monday, May 30  
Monday, July 4  
Monday, Sept. 5  
Thursday, Nov. 24  
Friday, Nov. 25  
Friday, Dec. 23  
Monday, Dec. 26

Cybernetic sculpture photos by Angelo Turetta. Scotland photos by R.L. Nicholson. Crime Stoppers photo by Gil Nelson. Special thanks to Jan Parker, Marketing Programs, for ideas contributed to “’Twas the night before Christmas.”

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